

# IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

## HUMAN RESOURCES ENTERPRISE

### CUSTODIAL SUPERVISOR

---

#### DEFINITION

Supervises building custodial and sanitation services in a number of moderate to large office buildings; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

#### WORK EXAMPLES

Supervises and evaluates the work of custodial staff; recommends personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances and work schedules and assignments; administers personnel policies and procedures.

Conducts custodial and sanitation services to provide a pleasant and sanitary environment for residents, employees and the general public.

Instructs employees in cleaning and sanitizing methods to develop their skill in performing custodial tasks; demonstrates job techniques and the use of cleaning agents and equipment.

Maintains inventory of supplies, materials and equipment; requisitions, stocks and records items issued or received.

#### COMPETENCIES REQUIRED

Knowledge of housekeeping methods and techniques in cleaning and sanitizing buildings as they relate to environmental sanitation and safety practices.

Knowledge of the use and possible hazards of chemical cleaning agents as related to environmental sanitation and safety practices.

Ability to supervise, train and motivate employees.

Ability to maintain routine records and complete reports, such as employee attendance and performance evaluations, production and supplies inventory.

Skill in the operation, maintenance and minor repair of commercial cleaning equipment, such as floor machines and vacuums.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

**EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from high school or G.E.D. and two years of full-time commercial building maintenance experience;

OR

an equivalent combination of experience and education, substituting thirty semester hours or equivalent of post high school vocational training or coursework in hotel or institutional management, commercial building maintenance or housekeeping, or laundry services, for each year of the required experience to a maximum of one year;

OR

employees with current continuous experience in the state executive branch that includes experience equal to one year of full-time work as a Custodial Worker or Custodial Leader.

**NOTE:**

Designated positions in this job class require applicants to obtain the required Commercial Drivers License and endorsements within a period of time as determined by the appointing authority at the time of hire.

Effective Date: 11/98 GRC